**Participant Portal**

**Step-by-Step Guide**

### Existing Profile: Reset Password

If this is *not* a participant’s first time logging in, then you can reset your password by following the steps below. If this *is* your first-time logging into the account, refer to “First Time: Login to Participant Portal”.

**Step 1: Go to yourjuniper.org home page**
- Click on the login button, located on the top right corner.

**Step 2: Launch password re-set process**
- Enter in or click on your email address.
- After clicking on your email address, a new field will pop-up for you to enter in your password.

- To start the password re-set process, select “can’t access your account?”
Step 3: Enter your email or username and the necessary characters

- The letters are case sensitive therefore try your best to match the letters accordingly.
- If you are having trouble seeing the letters, you can have them read aloud by pressing the speaker button to the right of the letters.

Step 4: Verification Steps

- Next, you need to go through verification.
- First, the website will ask to verify that “the email we have displayed below is correct.”
  - Note: The email listed will only show the first two letters of your email and the domain. The rest of the email will be blocked by asterisks.
  - For example, if your email is Dwight.Schrute@gmail.com, the website will only display Dw************@gmail.com.
- If the email is correct, then click on the “email” button to send the verification code your email.
Step 5: Enter your Verification Code

- Navigate back to the email inbox to retrieve the verification code without exiting out of yourjuniper.org. If you exit out of the website, the process will re-start and you will need to re-send a new code. **Separate tabs must be used.**
- Opening a separate tab can look different depending on your internet browser. Generally, this will be a “+” in the top of your internet browser page. Make sure you are not clicking “x”, as that will exit your open tab.
- Log into your email and look for an email from Microsoft on behalf of Juniper.

- The email will provide you with six-digit code.
  - If the you are not receiving the email, try to “send new code”. If error persists in receiving the verification code, confirm the email address is entered accurately, then contact the Juniper Main Line at 1-855-215-2174 to troubleshoot.

Verify your email address

Thanks for verifying your xyang@innovationsforaging.org account!

**Your code is: 525858**

Sincerely,

*JuniperLiveDemo*
- Copy the six-digit code into the field where the website asks you to enter in the code and click “next” button.
Step 6: Choose a new password

- Last step is to create a new password for your Participant Portal
  - A text box will tell you to create a strong password that consists of:
    - Your password must consist of 8 to 256 characters
    - Must combine uppercase and lowercase letters, numbers and symbols
    - They cannot contain your username (email)
    - When coming up with a password, try to use something that can be easily be remembered by you but not by anyone else.
      - Examples could include
        - Example of a strong password: Theoffice365@
        - Example of a weak password: dschrute
  - After creating your password then you must re-type in your new password in the field below to confirm your new password
  - Click Finish

Step 7: Password has been reset

- After successfully changing your password, you have the option to sign in with your new password by clicking “click here”.
- The action will direct you to the login portal to access your participant portal
- Note: To protect your privacy and sensitive information contained on the website, please save your password in secure location where no one will be able to access but yourself.
Get back into your account

Your password has been reset

To sign in with your new password, click here.

Step 8: Confirm successful login

- To confirm a successful password re-set, you will want to navigate back to the yourjuniper.org home page. Look in the top right corner, login was successful if the participant name is in the corner. If it still says “login”, additional steps are needed.
  - Successful:

    [Contact Us | Grace Mortenson]

  - Unsuccessful:

    [Contact Us | Login]

- If an error page appears after re-setting the password, refresh the page.
  - The refresh button can is a circle arrow to the right if the “back” arrow on the top left of the internet browser. Or you can click the Juniper logo to refresh the page.
  - After refreshing, check the top right corner of the website to see if login was successful or unsuccessful.
  - Common error page:

    [Sorry About That!
    The item you requested could not be found or you are not authorized to view it.
    For help, please call our toll-free number 1-855-215-2174 or email info@yourjuniper.org.]

  - Refresh button example:

    [_refresh]

  - Clicking on the Juniper logo at the top left of the website will also refresh the page:

    [Juniper]

  - Check the top right corner again if login was successful or unsuccessful.
Step 6: Access Participant Portal

- Click on the arrow to the right of the username. Then, in the dropdown, select “MyJuniper”
- The page will then load to the participant portal

Common issues when setting up your account

- If after refreshing the page, the user is not logged in, attempt to log-in using the new password.
  - If login is unsuccessful, select “can’t access my account” and reset the password again. (No temporary password needed). This process can sometimes take multiple attempts to be successful. If login is still unsuccessful, call Juniper at 1-855-215-2174 and a representative will assist.
  - If login is routed to “change password” without the option to enter the password, call Juniper at 1-855-215-2174 and a representative will assist.

Who to reach out to if you need help

- If you are a participant and need help registering for a class or accessing your participant portal, please call Juniper at 1-855-215-2174 and a representative will assist. We are open Monday through Friday from 8 AM to 4:30 PM.
  - You can also email us at info@yourjuniper.org for any questions, concerns or issues and we will reach out to you within 24 hours.
- If you are a Provider or Class Leader and have any questions, concerns, or issues with the website please reach out to your Provider Relationship Manager directly via phone or email.
  - If you do not hear back from your PRM within 24 hours, please call Juniper at 1-855-215-2174 and a representative will assist. We are open Monday through Friday from 8 AM to 4:30 PM.
  - You can also email us at info@yourjuniper.org for any questions, concerns or issues and we will reach out to you within 24 hours.
- If you are a Provider Relationship Manager, submit a Spiceworks ticket for questions and concerns regarding Juniper MIS.